

BULLETIN





CARE AT HOME & HOUSING SUPPORT CONFERENCE & EXHIBITION 2026

Friday 15 May 2026
Radisson Blu, Glasgow

CARE CREATES... THE STORY WE TELL

Conference kindly sponsored by:



SCAN THIS QR CODE FOR THE CONFERENCE PROGRAMME AND MORE INFORMATION ON THE EVENT:



#CareCreates #Homecare26

TABLE OF CONTENTS

Editorial	4
Deputy CEO Update	5
Membership Support Update	6
SSSC Open Badges for Care Home Activity	10
Hearing Passports & Sensory Audit Initiative	13
Care Inspectorate Update	14
Chest Heart & Stroke Scotland Support	16
New Energy Support for Members	17
Scottish Care Commercial Partners	18
Partners for Integration Contact List	27



Scottish Care is a Scottish Charity, SC051350, regulated by the Scottish Charity Regulator (OSCR).

Cover image courtesy of Nate Cleary from our Social Care Hustings Event.

EDITORIAL

BY DR DONALD MACASKILL, CHIEF EXECUTIVE



Care Creates... and the Scotland we're being asked to choose

Every election asks us who we want to be as a nation. But this year, as Scotland moves toward the 2026 Scottish Parliamentary Election on May 7th, the question feels especially raw for those of us in social care. We are a country ageing, a country caring, and a country still wrestling with how to value the people and services that make dignity possible.

In recent weeks, I've sat with providers who speak quietly about their exhaustion and yet with fierce pride about the lives they change every day. I've listened to support workers who worry about rising costs but still show up each morning because someone depends on them. And I've heard families describe the relief of knowing a loved one is finally safe, listened to, and seen. These stories aren't abstract policy points. They are the heartbeat of Scotland.

That is why the Care Creates campaign matters. It isn't just a slogan, and it isn't just for politicians. It is a national invitation to rethink care not as a burden but

as a force that creates dignity, stability, connection, skilled work, and hope. It reminds us that social care shapes the daily lives of thousands, older people, disabled people, families, communities, and that it underpins the Scotland we say we believe in.

With so many new MSPs expected in the next Parliament, we cannot assume understanding. We must show it. Each shared story, each echoed message, each moment of visibility helps build a political landscape where social care is no longer the quiet afterthought of election cycles but a recognised pillar of national wellbeing.

So, as we enter this election season, let us speak with clarity and humanity. Let us show Scotland that Care Creates... not only services, but futures. And let us ensure that those who seek to lead our country cannot miss the truth so many of us live every day: when care thrives, Scotland thrives.



@DrDMacaskill



DEPUTY CEO UPDATE



Karen Hedge
Deputy CEO
Scottish Care

Spring is a season that invites us to look again. To notice what is growing, what is possible, and what we might dare to imagine if we choose to act with hope. In many ways, social care is Scotland's perennial spring: a source of renewal, resilience, and richness in our communities. Yet too often, it is spoken about only in terms of cost and crisis. At Scottish Care, we know a different story, and through our Care Creates campaign, we're inviting the nation to see it too.

Social Care as Scotland's Greatest Asset

Social care is not simply a service; it is infrastructure. It is the foundation that allows people to live full, connected, meaningful lives. It sustains families, strengthens local economies, and supports our NHS. It enables opportunity: to work, to learn, to recover, to contribute, to enjoy.

When we talk about care as an asset, we mean that investing in social care is one of the smartest, most future proof decisions Scotland can make. It creates:

- Dignity and independence for individuals
- Skilled jobs and vibrant local economies
- Healthier communities with reduced pressure on crisis systems
- Climate conscious, future ready innovation in how we deliver support
- Collaboration, trust, and humanity in public services

Our national campaign is rooted in a simple, powerful moniker: Care Creates. Each week this spring and in the run up to the election, we're shining a light on a theme from economic opportunity to fair work, climate aware care, rights based practice and digital empowerment. But beyond the themes, this campaign is a call to reimagine who we are as a nation. It invites political leaders, communities, and each of us to understand that social care is how Scotland builds the kind of society we say we want: fairer, healthier, greener, and more human.

The coming months will be important ones. Political landscapes may shift, budgets may tighten, and headlines may change but the truth remains constant: no Scotland can flourish without valuing and investing in social care.

And so this spring, I want to offer a reminder of what is possible when we choose belief over cynicism, partnership over fragmentation, and investment over short termism.

As one of our members said recently, *"Care doesn't just support life, it helps people live."*

To all our members, partners, and colleagues across the sector: thank you. Thank you for standing tall in difficult times, for bringing creativity to complexity, and for keeping humanity at the heart of everything you do. This spring, let's stand together in telling a bold, compelling truth, care creates.

Karen Hedge

Deputy CEO, Scottish Care



@hegeit

MEMBERSHIP SUPPORT UPDATE



Stefanie Callaghan
Membership Support Manager
Scottish Care

Hi everyone! Stefanie here with your spring Bulletin update!

Since our last Bulletin, the festive season was celebrated by so many of you, who took the time to share wonderful photos and stories showing just how creatively, warmly and joyfully your residents and service users had fun! From beautifully decorated homes and services, to festive activities, music, meals and moments of connection, it was a real privilege for us to see just how much care, kindness and effort you continue to pour into your services — even in the most challenging of circumstances.

We would love to share nothing but great tidings of the spring our latest season, because those festive moments reminded us of the very best of social care: connection, dignity, creativity and community. At the same time, it's important that we remain honest and transparent about the reality you are facing.

Over the winter, we know that across Scotland, you have continued to operate under immense pressure. Staffing shortages, funding instability, reduced care packages and widening gaps between policy goals and day to day reality have all contributed to an environment where many of you are operating in survival mode rather than being able to plan confidently for the future. These challenges have not gotten any easier over recent months — and in several areas, they have intensified.

What has continued to stand out, however, is your resilience and commitment. Despite these pressures, you have kept your services running, supported your teams, and ensured that those you care for continue to experience warmth, compassion and meaningful moments — including during what should have been a time of rest and reflection. This — as always — is what you do so very well!!!

In reflecting what has been happening across membership, there are some key areas I wanted to touch on:

Branch Chairs and local connections

At a time when local capacity has been reduced due to HSCP funding decisions affecting Independent Sector Lead (ISL) roles across many areas, maintaining strong local connection has become more important than ever. While Scottish Care continues to advocate strongly for the value and necessity of ISLs, we know these funding reductions are having a real impact on the ground support for providers — something many of you have shared with us directly.

In this context, the Scottish Care Branch Chair network and our branch visits across the country have become an increasingly vital part of local engagement. Over recent months, Membership Support has continued to work closely with Branch Chairs through our monthly drop ins, the branch meetings chairs organise for local members, and in person branch visits — with our final two visits for 2025–26 taking place in Dumfries and Galloway and the Scottish Borders. We've also continued to improve the visibility and promotion of our Branch Chairs and their meeting dates through the website and e bulletin.

These networks provide trusted spaces where providers can raise concerns, share experiences and connect with one another, while also ensuring that local pressures are captured, understood and reflected in Scottish Care's national priorities and advocacy work. Huge thanks to our Branch Chairs for all they do — both locally and nationally — to support members across the country.



Our new website – built with members, for members

One of the most significant developments since winter has been the launch of Scottish Care’s new website — and we are incredibly proud of the role members played in shaping it. This is far more than a redesign; it represents a real shift in how we communicate with you, support you, and celebrate the vital work you do every day.

Members have been central to this process from the very beginning, and we’re delighted that the new site puts providers front and centre, showcasing your experiences, expertise and impact across care homes, care at home, housing support and day services.

The new platform has been designed to be:

- clearer and easier to navigate,
- much more member centric,
- better at celebrating and sharing the stories, creativity and professionalism of providers,
- and more responsive to the different needs across the independent sector.

Alongside improved public visibility, we hope the members only area makes it easier to access updates, resources and opportunities in one place, helping you stay connected and informed. A huge shout out and heartfelt thank you goes to all of our Short Life Working Group members, who worked tirelessly over the last 6–9 months to proof test content, review designs, shape development decisions and give honest, constructive feedback. Your time, insight and commitment have made a real difference and are written throughout the site.

We know there are still a few teething issues — and we genuinely encourage you to share any problems or suggestions with us so we can keep improving. We hope, though, that you feel proud of the new direction of the website and how it reflects and celebrates all that you do in a clear, fresh, modern and thoughtful way.

Care Creates: making care visible

This spring marked the launch of Care Creates — one of Scottish Care’s most ambitious and strategically important national campaigns to date. Designed to highlight the creativity, compassion and innovation happening every day across independent social care services, Care Creates builds directly on the Year of

Active Membership and places member voices firmly at the heart of how social care is seen, understood and valued.

What has made Care Creates so powerful is its consistency, scale and authenticity. Over six full weeks, leading us right up to the Scottish elections next week on May 7th, member stories, images and lived experience have been shared every day, across every week, presenting the many facets of social care through a positive, confident and values led lens. This has not been a one off moment or a single campaign push — it has been a sustained national effort to shift the narrative around care.

The response and feedback from members has been exceptional. The content shared has been thoughtful, moving and at times deeply powerful — demonstrating not only the reality of social care, but its creativity, professionalism and heart. Collectively, this has created a strong national presence that reinforces the value of the independent sector at both local and national levels.

A huge thank you goes to all members who contributed content, engaged with weekly themes and used Care Creates as a platform to amplify your voices. We also want to recognise our colleagues who led each weekly theme, supported member participation and worked closely with providers to ensure the campaign reflected the breadth and depth of the sector.

A special shout out must go to our Communications team — and in particular Shanice — for delivering this complex campaign with absolute precision. From creating beautiful, high impact designs, to coordinating content across six social media platforms, keeping members informed daily, and managing the significant logistics involved, this has showcased national level delivery at its best.

Care Creates has shown what is possible when members are empowered, supported and visible — and it stands as a clear example of how collective action can elevate social care’s voice at a critical national moment. Beyond the immediate impact of the campaign, our hope is that Care Creates helps lay the foundations for longer term influence — strengthening public understanding, reinforcing the credibility of the independent sector, and ensuring that member voices continue to shape national conversations about social care well beyond the election period. That is the vision!

Investing in better systems: connecting the website, Care Creates and our new CRM

Behind the scenes, work is well underway on our new CRM, which will play a central role in bringing together everything we are learning through the new website, member engagement activity and national campaigns such as Care Creates.

In time, this system will allow us to move beyond simply communicating to you as members, and instead build much richer insight into how you engage with us, what you are looking for, why certain issues matter more at different times, and where support is most needed. By linking website usage, campaign participation and direct engagement, the CRM will help us better understand patterns across the membership and respond more proactively.

The new CRM will enable us to:

- build clear, meaningful insight into member engagement across the website, campaigns and events,
- understand the how, why and what behind member involvement, not just the activity itself,
- identify members or regions who may need additional support earlier,
- tailor communication and opportunities more effectively,
- reduce duplication and improve organisational efficiency,
- and ensure issues raised by members are tracked, followed through and learned from.

Crucially, this work will reinvigorate our collective knowledge of our membership in a positive and purposeful way, helping us better evidence engagement, shape campaigns like Care Creates, strengthen advocacy, and continuously improve how Membership Support works for you. While development is ongoing, this joined up approach between the website, CRM and national campaigns will be a key foundation for stronger, smarter and more responsive Member Support in the years ahead.

The road ahead

As we look ahead, we know there is uncertainty on the horizon — particularly with a national election and questions about what this may mean for social care. What we do know, however, is that we are not facing this alone.

Time and again, you show just how strong, committed and extraordinary the independent sector is. You support one another, you speak up, you engage, and you continue to deliver high quality care in the most difficult circumstances. That collective strength matters — and it gives us real grounds for hope.

With new resources now in place — including the new website, major campaigns like Care Creates, and stronger systems to support engagement — Scottish Care is more focused than ever on placing members front and centre. Your voices, experience and leadership are critical in helping steer the future direction of care, and staying connected to one another will be key in the months ahead.

Membership Support remains committed to ensuring you feel listened to, informed and backed, and that your experiences continue to shape Scottish Care’s national priorities and advocacy. By staying positive, staying engaged and continuing to support one another, we can help influence what comes next — and work together to shape the future of care as best we can.

Wishing you a really lovely spring and as we move into the summer months ahead, please remember that I am here for you. Pick up the phone, send an email, reach out in whatever way works best — and I will do my very best to support you as we move forward together.





birdie

Work smarter, not just harder with the smart homecare technology partner

Get everything working together

Birdie connects care management, rostering, and finance in one unified platform – built as one system, so it works as one.

See everything, miss nothing

Real-time insights with 50+ reports and our unique Q-Score – predicting your CQC rating so you're inspection-ready every day.

Never feel alone again

90% customer satisfaction. Stop waiting around for support responses and get help in 10 minutes or less, 7 days a week.

What happens when you use Birdie...

20% more hours of care delivered

7% increase in care recipients

40% average increase in profit growth

"Just do it! It will make your life easier... Birdie is so much better than the other systems."

Gemma Izod, Registered Manager at Spire Homecare

Join 1200+ agencies already working smarter
Book a demo today at www.birdie.care

SSSC OPEN BADGES FOR CARE HOME ACTIVITY



Scottish Care are excited to announce the launch of two brand-new SSSC Open Badges designed to empower care home managers and activity leads across Scotland. **These badges celebrate professional growth, creativity, and the vital role of meaningful activity in care settings.**

Why This Matters

Care home activities are at the heart of wellbeing. They bring joy, connection, and purpose to residents' lives. These new badges recognise and reward the skills of those who make this happen every day.

The Badges

The badges has been developed in collaboration with the Scottish Care Independent Sector Leads for Aberdeen City and Perth and Kinross, SSSC, National Meaningful Engagement Network (NMEN) and care home activity leads.

- **Introduction to Care Home Activity** - Build confidence and explore the foundations of delivering engaging, person-centred activities. Perfect for those starting out or refreshing their practice.
- **Advanced Care Home Activity** - Take your expertise to the next level. Learn how to expand your knowledge and activity programmes that enrich lives and strengthen community within your care home.

Benefits for Managers and Activity Leads

- Showcase your commitment to high-quality care and resident wellbeing.
- Motivate and inspire your teams with recognised professional development.
- Strengthen your care home's reputation for excellence and innovation.
- Gain nationally recognised badges that highlight your dedication to continuous improvement.
- Include the badges in job descriptions

Join the Movement

These badges are more than training—it's a celebration of the creativity and compassion that define care home life. By earning these badges, you're not just enhancing your skills—you're shaping brighter, more fulfilling days for the people you support.

Scottish Care and the SSSC are calling on care homes to apply now and showcase the vital difference they make every day by delivering meaningful activities. This initiative invites providers to join a growing community of badge achievers, celebrating excellence and commitment across the sector.

Suzie Kelly, Wellbeing Coordinator at Richmond House Care Home in Crieff was one of the first to have completed the advanced badge, here is what she thought:



“The open badge was so easy to access and to use the resources.

There was three topics to choose from Physical Activity, Mental and Cognitive Wellbeing and Collaboration and Social engagement. After looking at the resources within these three headings I chose “playlist for life” as I have not done much work with this in the past that has been very successful.

With my residents we looked into our favourite music and filled out the Playlist Paperwork and uploaded this on to our interactive table so residents who don't wish to use MP3 Players and headphones can access their tunes online.

We have also came up with the idea for a Music Appreciation group, one of the residents has taken charge of the group and organizes with other residents what concert or music documentary they would like to

listen to or watch together. This has become a lovely social time and involves those that don't often attend group activities which is great!

I have found that by completing the Advanced Care Home Activity badge has made me think about Playlists in a different way as music is such a big part of what we do as Wellbeing Coordinators. It has inspired me to think of more ways we could expand what we do with our favourite music.... perhaps the next thing will be Music Boards, a great way for staff to get to know residents and share a tune”.

More information on the Introduction to Care Home Activity Badge is available on: www.mylearning.scot/badges/introduction-to-care-home-activity/

More information on the Advanced Care Home Activity Badge is available on: www.mylearning.scot/badges/advanced-care-home-activity/



Calling all Scottish Care Members

Has your organisation's contact details changed?

Let us know at:



comms@scottishcare.org





★ Trustpilot



TrustScore 4.8



Leave piles of paper and outdated systems in the past

All-in-one home care management platform trusted by over 700 home care agencies across the United Kingdom and Australia.

Meet Clive at Scottish Care's Care at Home and Housing Support Conference. CareLineLive is a proud Gold Partner of Scottish Care, helping providers to deliver better care.



carelinelive.com

LAUNCH OF HEARING PASSPORT & SENSORY AUDIT INITIATIVE

Celebrating the Launch of the Hearing Passport and Sensory Audit Initiative in Edinburgh Care Homes

Across Edinburgh, care homes are coming together to celebrate a major step forward in communication, dignity, and sensory aware practice: the launch of the Hearing Passport and the Sensory Audit Tool. This initiative represents a shared commitment to ensuring that every resident—regardless of age, diagnosis, or level of hearing loss—has the right to be heard, understood, and fully included in the life of their home.

The Hearing Passport is a simple but transformative tool. It captures each resident's communication preferences, hearing needs, and the practical strategies that help them engage confidently with staff, family, and daily life. When hearing needs are clearly understood and consistently supported, residents experience greater autonomy, reduced distress, and stronger emotional stability. Homes report that proactive sensory support leads to fewer behavioural distress incidents and more meaningful participation in activities, conversations, and decision making.

Embedding hearing and sensory support into care planning strengthens several core pillars of high quality care. It enhances dignity and autonomy, ensuring residents' communication needs are recognised and respected. It improves continuity of care, as hearing information follows the person across shifts, services, and settings. It aligns with inspection expectations, supporting responsive, person led care and demonstrating a clear commitment to communication and sensory wellbeing. It also boosts staff confidence and wellbeing, reducing guesswork and enabling calmer, more effective interactions.

The Sensory Audit Tool complements the Hearing Passport by helping homes identify environmental barriers that make hearing more difficult—background noise, poor lighting, competing sound sources, or layout challenges. Small adjustments can have a profound impact on a resident's ability to hear, connect, and feel safe. Together, the Hearing Passport and Sensory Audit Tool create a holistic framework

that supports both the individual and the environment around them.

Following the launch event on 12 March, all care homes across Edinburgh will receive a complete Hearing Passport Implementation Pack, designed to embed hearing dignity and sensory aware practice into everyday care. Each pack includes a full suite of Hearing Passport templates, guidance documents, sensory audit tools, and care planning resources. These materials are provided on a specially prepared USB drive, making them easy to copy, share, and integrate into existing systems. The USBs also contain project reports and supporting materials, giving homes access to the background, evidence base, and examples of good practice that shaped this initiative.

To further support everyday communication, (The Pilot) participating homes will also receive a Crescendo 60 personal listening device, offering practical assistance for residents who benefit from amplified sound during conversations, activities, or clinical interactions.

This initiative is being celebrated at a sector gathering hosted by Manor Grange Care Home—an opportunity to recognise the collective effort behind this work and the dedication of care home teams who champion dignity, inclusion, and human rights every day. The Hearing Passport is more than a document; it is a bridge between legal obligation and everyday practice, ensuring that hearing needs are not only identified but upheld throughout the care experience.

Together, Edinburgh's care homes are setting a powerful example of what compassionate, rights based, sensory aware care can look like. This is a moment worth celebrating.

CARE INSPECTORATE



Jackie Irvine
Chief Executive
Care Inspectorate



A new corporate plan pointing towards a sustainable future for social care and social work in Scotland

After extensive engagement across the sector last year, the Care Inspectorate will publish a bold and refreshed corporate plan to guide our work over the next five years.

Thanks to an extensive consultation process and feedback from services, providers, those who experience care, our own staff and volunteers, our new corporate plan is a more accessible, person-centred document with a focus on outcomes, collaboration, rights, and a commitment to reflect the realities services face today. I would like to thank everyone at Scottish Care and its members who contributed to the development of the new plan.

The new corporate plan has our vision even more firmly at its core: that everyone in Scotland experiences high-quality, compassionate care, support and learning when they need it, delivered in a way that respects their rights and choices.

To achieve this, our mission sets out how we will provide public assurance about the quality of social care and social work - supporting improvement and collaboration.

The corporate plan is built around three strategic

outcomes that reflect what stakeholders expect from a modern, rights-focused regulator.

In a significant shift, assurance and improvement have been brought together into a single outcome – ‘assure and improve’. This reflects our belief that scrutiny and improvement are inseparable - and that every contact with a service presents an opportunity to support better experiences and outcomes for those who experience care. This outcome focuses on targeting resources where they matter most, strengthening public assurance and supporting the sector to improve.

Our ‘involve and inform’ outcome highlights the importance of hearing directly from people experiencing care and using their insights to shape priorities. It also commits to sharing what we learn from the sector as well as our own expertise to build a stronger understanding of what good care looks like and how it can be achieved.

Importantly, rights are positioned at the centre of every aspect of our work. Our third strategic outcome is a commitment to upholding and championing rights. This includes embedding compassionate, trauma-informed practice and ensuring that the voices, needs and rights of people experiencing care guide



decisions, actions and improvement.

The corporate plan recognises that our ability to make a difference and maximise our impact depends on our colleagues and volunteers. We are committed to supporting them, responding effectively to change, and embedding trauma-informed practice internally as well as externally.

Digital transformation is identified as a long-term investment that is essential to achieving our strategic outcomes and will also maximise our impact. It will mean better engagement with services, improved decision-making and more targeted use of resources. We will continually adapt and improve our systems and capabilities over the five-year period in consultation with the sector.

Each strategic outcome and enabler will be supported by clear performance measures. These were developed to ensure they reflect shared priorities and can drive accountability across the organisation.

I am proud that our new corporate plan sets a confident, forward-looking direction for the organisation at a time of significant change across the social care and social work landscape. With a strong emphasis on rights, collaboration, improvement and listening to people who experience care and their communities, we aim to make a meaningful and lasting impact on the quality of social care and social work across Scotland.

We will publish the plan on our website along with any updates relevant to the sector. We look forward to working with you all as we implement our new plan over the next five years.

Jackie Irvine is the chief executive of the Care Inspectorate, the assurance and improvement body for social care services and social work in Scotland.



SAVE THE DATE

**CARE HOME
CONFERENCE &
EXHIBITION 2026**

Friday 13 November 2026 | Hilton, Glasgow

CHEST HEART & STROKE SCOTLAND - SUPPORTING CARE SERVICES ACROSS SCOTLAND

Chest Heart & Stroke Scotland (CHSS) is Scotland's leading healthcare charity for people affected by chest, heart and stroke conditions and Long Covid.

Every day, we work alongside individuals, families, healthcare professionals and care providers to make sure that no one in Scotland lives a life half lived because of these conditions.

We understand the vital role that care homes, care at home services, housing support and day care services play in supporting people to live well and independently. That's why we're here to support you - and the people you care for - with compassionate, evidence-based, high quality supported self-management and community recovery services, tailored to each person's needs.

Who we support

Chest, heart, stroke and Long Covid conditions affect 1 in 5 people in Scotland. Many individuals living in care settings, or supported by care services, are living with one or more of these long-term conditions that can impact their physical health, emotional wellbeing and independence.

CHSS exists to ensure that everyone affected has access to the right support, at the right time, in the right place wherever they are in Scotland and whatever stage of recovery or condition management they are at.

We're there for people like Michael. Michael had a stroke at the age of 30.

Michael shared: *"Nothing can prepare you for how hard recovery after stroke is. You get home and it's like the reality sets in of this is my life now. You don't know how much more there is to go on the rehab and you're still miles away from being able to work. You're still miles away from being able to drive or play a*



sport or be independent in any way. You feel so sort of isolated, so alone.

"That's when Tim from Chest Heart & Stroke Scotland got in touch. Tim and Chest Heart & Stroke Scotland changed everything. Tim gave me hope. And he gave me confidence for the first time since the stroke.

"Tim was so upbeat and positive. Now I felt recovery wasn't just possible but was happening. Tim listened when I talked and helped me set realistic goals.

"When you have a stroke, you need help to live your life again and for me Chest Heart & Stroke Scotland helped me realise that was possible and helped me get back to my life."

Our services

We provide supported self-management and community recovery services designed to help people:

- Live well and confidently with their condition
- Regain independence
- Improve physical health, emotional wellbeing and quality of life
- Reconnect with what matters most to them



Our services are person-centred and tailored, recognising that every individual's journey is different. Support may include practical advice, emotional support, community-based recovery programmes, and guidance to help people manage their condition day to day.

We work closely with healthcare professionals, care providers, volunteers and community partners to deliver high-quality, outcome-focused support across Scotland.

Working in partnership with healthcare professionals

Our Community Healthcare Support Service works in partnership with NHS Health boards across Scotland, helping provide shared care for people who need it most. Our offer to the NHS also includes eLearning resources and education for healthcare professionals to improve patient care.

We know that those working in the care sector are often under pressure - with limited time, resources and increasing demands. Our role is to make accessing support as straightforward as possible.

By connecting people you support with CHSS services, you can help enhance recovery, wellbeing and long-term condition management - complementing the care you already provide.

How to access support

Referring or accessing CHSS support is simple.

Our friendly Advice Line team is on hand to provide information, guidance and connect people to the right services:

Freephone: 0808 801 0899

Email: adviceline@chss.org.uk

Text: ADVICE to 66777

Whether you're a care professional looking for support for someone in your care, or an individual seeking advice directly, we're here to help.

Together with care services like yours, we're working to ensure no life is half lived.

NEW ENERGY SUPPORT FOR SCOTTISH CARE MEMBERS

Scottish Care has introduced a new, bespoke partnership with Focus Energy Services to support members with energy and water costs.

We know that energy costs, contracts, and billing continue to be a real concern for many providers. The current energy climate remains challenging, and for some services it has become increasingly difficult to know whether contracts are right, bills are accurate, or when it is best to review arrangements.

Focus Energy Services offers independent advice, including reviews of current contracts, historic bill checks, procurement support, and ongoing contract and billing guidance - specifically tailored to the care sector.



This additional support is designed to help members navigate a challenging energy landscape. Members can contact Focus Energy Services directly at david@focusenergyservices.co.uk or on 01904 202294 / 07969 590083.

Scottish Care Commercial Partners

Our Commercial Partners bring knowledge and experience within their business areas, and an understanding of the social care sector in Scotland. Each company offers Scottish Care Members a benefit, discount or offer for their products or services, and updates from our Commercial Partners will be highlighted to Members.

Should you wish to know more about our Commercial Partners, or indeed find out more about our application process, please contact fiona.white@scottishcare.org

For more information about our Commercial Partners, including contact details and latest offers for Scottish Care members, please visit the Scottish Care website - <https://scottishcare.org/our-commercial-partners/>

Gold Tier Commercial Partners



alsico UK

Alsico is a proud family business that designs, manufactures and distributes work clothing in a sustainable and well-considered manner.

Our mission is “making life better for people at work” for the 10 million people who wear our workwear every day.

Email (Office): sales@alsico.co.uk

Email (Account Manager): karen.walker@alsico.co.uk

Phone (Office): 01772 662500

Phone (Account Manager): 07896 6994727

Find out more: <http://www.alsico.co.uk/environments/healthcare>



CareLineLive

CareLineLive's cloud-based all-in-one homecare management software improves efficiency, capacity and compliance in home care agencies by digitising workflows and automating processes such as rostering and payroll. NHSx DSCR assured supplier.

Email: sales@carelinelive.com

Phone: 03300 885 767

Find out more: <https://carelinelive.com/10-months>



Brodies LLP

Brodies is the largest firm headquartered in Scotland measured by income, directory rankings & lawyer numbers. Brodies supports clients to deliver strategic projects & transactions and provides expert insight on daily operations, challenges, and mitigating risk.

Email: peter.kelly@brodies.com

Phone: 0141 245 6259

Find out more: <https://brodies.com/>



Citation

When it comes to your care service, think of Citation as a one-stop-shop for everything HR, Employment Law and Health & Safety.

Citation services include access to a dedicated local consultant, 24-hour expert advice, legal documentation, policies and procedures, mock inspections and Care Inspectorate Pro.

Email: care@citation.co.uk

Phone: 0345 844 1111

Find out more: <https://tinyurl.com/3apcu94f>





Croner

Croner offers care providers compliance support, policy templates & specialist guidance on Care Inspectorate standards.

Bright HR is a one stop shop solution for HR including absence tracking, digital records and rota planning.

Email: max.harvey@croneri.co.uk

Phone: 02039 658988

Find out more (Croner-i): <https://www.croneri.co.uk/>

Find out more (Bright HR): <https://www.brighthr.com/>

Linq Recruitment Specialists

Specialist Recruitment Business, recruiting permanent and contract staff across the Healthcare, Medical, Social Care and Education sectors.

Email: d.davies@linghc.co.uk

Phone: 07562 715761

Find out more: <https://linghc.co.uk/>



Lottie / Found by Lottie

Lottie has quickly established herself as the UK's most visited online care directory covering Care Homes, Home Care and Retirement Living.

Found by Lottie is the leading CRM & occupancy platform for care homes and Home care and was built specifically for the care industry by experts with years of know-how.

Email: abby.bent@lottie.org / hector.lopez-valido@lottie.org

Phone: 07481 727664

Find out more (Lottie): <https://lottie.org/>

Find out more (Found by Lottie): <https://foundcrm.care/>

Nourish Care

Nourish is a care management platform used by residential and home care services. Tailored to each care service's needs, the app-based and desktop system is made up of digital care plans, custom interactions, personalised timelines and more.

Email: hello@nourishcare.com

Phone: 023 8000 2288

Find out more: <http://www.nourishcare.com/>



OneTouch Health Group

OneTouch is a multi-functional Care Management System which allows care providers to manage every aspect of their clients' needs. Information is shared simply, instantly and securely, across all key stakeholders involved in an individual's care delivery circle.

Email: sales@onetouchhealth.net

Phone: 0161 509 2309

Find out more: <https://www.onetouchhealth.net/>



Person Centred Software

Person Centred Software is the leading provider of person led care management software, including care performance insights, care planning, medication management, wellness and activities, family engagement, safe staffing and training.

Email: hello@personcentredsoftware.com

Phone: 01483 357 657

Find out more: <https://personcentredsoftware.com/>



Sona

Sona is the award-winning next generation workforce management platform that combines the functionality you expect from any management solution – Scheduling, Time & Attendance, HR and Payroll – with dedicated features to empower staff and solve the unique challenges of Social Care, all in a user-friendly, end-to-end platform.

Email: abbey@getsona.com

Phone: 07780 109412

Find out more: <https://www.getsona.com/>

Commerical Partners



Alarm Radio Monitoring Ltd

Alarm Radio Monitoring (ARM) have been manufacturing and installing wireless nurse call and staff alarm systems for over 30 years. Supported by a dedicated team in Scotland, plus free 24/7, engineer manned, telephone support.

Email: sales@arm.uk.com

Phone: 01568-610016

Find out more: <http://www.arm.uk.com/>





apetito

More information to follow.

Aspirico UK Ltd

Our technology team is passionate about evolving the iplanit case management system to meet provider and funder needs. iplanit is a care planning software solution designed to help providers go beyond measurement of inputs and simply creating digital care plans. iplanit uniquely manages the full life cycle of services from intake to review from a person-centred standpoint

Email: cdobinson@aspirico.com

Phone: 020 3996 5098

Find out more: www.aspirico.com



Barons Contract Furniture

More information to follow.

Bathing Mobility Advisory Service (BMAS Bathrooms)

Mobility bathrooms for care and support organisations. Fully managed installation of safe, compliant bathroom solutions for care and supported living environments. BMAS Bathrooms designs accessible spaces that promote independence, dignity, and ease of use, while supporting staff. We deliver tailored, durable solutions with minimal disruption, ensuring full regulatory compliance from consultation to completion.

Email: info@bathingmobility.co.uk

Phone: 0800 090 1503

Find out more: <https://bathingmobility.co.uk/>



Birdie

When it's impossible to work any harder, Birdie's technology helps you work smarter: it connects everything and everyone, shows what needs attention, and helps improve both care quality and your bottom line. Care more, worry less with Birdie.

Email: katie.deacon@birdie.care

Phone: 07939 172339

Find out more: <https://www.birdie.care>



Boots

Boots has over 30 years' experience providing medication and support for your residents. To help you meet regulator's standards we offer a range of training topics through our eLearning platform, Boots Care Learning. We work with industry-leading eMAR providers to provide the best eMAR solution to suit your needs.

Email: care.services@boots.co.uk

Find out more: <https://www.boots-uk.com/about-boots-uk/healthcare/pharmacy/care-services/>

Borderless



Borderless

Borderless is a technology platform revolutionising hiring and sponsorship. From sponsor licence applications to your ongoing recruitment, immigration and compliance needs, our platform and team of experts make the process fast, low-risk and low-cost.

Email: hello@getborderless.co.uk

Phone: 0330 808 0086

Demo: getborderless.io/signup-as-employer

Find out more: <https://www.getborderless.io/>



Christie & Co

Christie & Co is the market-leader within the healthcare sector. Our team spans the breadth of the market and the full spectrum of operators. We sell over 65% of individually transacted care homes and work with providers throughout Scotland.

Phone: 07764 241 280/ 07732 497 878 / 0131 524 3413

Find out more: <https://www.christie.com/>



Consultiv Utilities Limited

Consultiv Utilities provides comprehensive utility management services to businesses across the UK. The company offers tailored solutions in utilities. Consultiv Utilities delivers competitive contracts, and support for sustainability initiatives.

Email: liam.barrett@consultivutilities.com

Phone: 0191 250 5560

Find out more: <https://consultivutilities.com/>

Care Recruitment International

Care Recruitment International (CRI) is an ethical recruitment agency recruiting top-class carers and nurses from the Philippines into the UK social care sector.

Contact us today for a free consultation!

Email: daisy@carerecruitmentinternational.com

Phone: 0131 210 0501

Find out more: <https://carerecruitmentinternational.com/>



Clan Contract Interiors Limited

As one of Scotlands' leading interior contractors, Clan Contract Interiors will tailor the designs & styles of products to suit your exact requirements, within the allocated budget. We offer a 'one stop shop' with an immediate response time.

Email: abigail@clancontractinteriors.co.uk

/ info@clancontractinteriors.co.uk

Phone: 01355 500 243

Find out more: <http://www.clancontractinteriors.co.uk/>



Countrywide Healthcare

We boast over 27 years' experience supplying care homes all over the UK and fulfil their healthcare supply needs. Thousands of care providers put their trust in Countrywide and benefit from the comprehensive service offer that we provide.

Email: Grant.Macpherson@countrywidehealthcare.co.uk

Phone (Head Office): 01226 719090

Phone (Account Manager): 07912 261124

Find out more: <https://www.countrywidehealthcare.co.uk/>





Lawyers. For Business.

Davidson Chalmers Stewart LLP

Independent commercial law firm for care providers across Scotland. Specialist legal advice include Construction, Corporate, Data Protection, Dispute Resolution, Employment, Environmental, Planning, Real Estate & Regulatory.

Email: laura.irvine@dcslegal.com

Phone: 0131 625 9191

Find out more: <https://www.dcslegal.com/>

Glasgow Clyde College

More information to follow.



Jobtrain

Jobtrain is a UK applicant tracking system built for care providers hiring frontline staff at volume. With automated DBS checking, CQC-compliant employment history capture, and an onboarding hub that cuts offer-to-start drop-off by 75%, it handles the compliance burden that slows care recruitment down.

Email: neil.dudgeon@jobtrain.co.uk

Find out more: <https://jobtrain.co.uk/home/applicant-tracking-system-uk/care-applicant-tracking-system/>



Document Data Group

Document Data Group was established 19 years ago and is based in Central Scotland, specialising in 4 core areas: supplying photocopiers/printers, IT Services, Document Management and Telecoms & Broadband. Our vision is to support organisations with the flow of documents from print to secure storage today, tomorrow and for the future.

Email: lynneboyd@documentdatagroup.com

Phone: 01355 207213

Find out more: www.documentdatagroup.com



Insight Coaching & Consultancy Ltd

Business Improvement Consultancy Support (Preparation for inspections; Outcome-focussed practice; Staff development)

Leadership Coaching (Emotional Intelligence and strengths focus; Overcoming challenges; Leadership empowerment)

Email: lesley@insightcoachingandconsultancy.co.uk

Phone: 07835 097099

Find out more: <http://www.insightcoachingandconsultancy.co.uk/>



Lyreco UK

Lyreco are Eco Vadis 2023 Gold sustainability rated suppliers of workplace solutions, who are a socially and environmentally responsible company who will partner with you to reduce costs to contribute to a more sustainable future.

Email: mark.mcgregor@lyreco.com

Phone: 07977270825

Find out more: <http://www.lyreco.co.uk/>



Mac Research and Consultancy

Mac Research and Consultancy Limited is a specialist social care consultancy operating across Scotland and England, .With over 20 years of frontline and strategic experience spanning the Scottish social care sector — from community and homelessness services through local authority care home management, national sector leadership, and UKAS-accredited quality assurance.

Email: arlene@macresearchandconsultancy.co.uk

Phone: 07903 513025

Find out more: www.macresearchandconsultancy.co.uk



Neuven Solutions

Workforce Management Solutions – Neuven Solutions is a market leader in the UK neutral vend recruitment market.

Formed in 2010, Neuven has been helping companies from health and social care successfully manage their bank and agency staffing needs

Email: ian.roth@neuven.co.uk

Phone: 07944 571962

Find out more: <https://www.neuven.co.uk/>



Nxsys

Nxsys is a premier cloud payroll platform designed specifically for UK and Irish businesses. Serving both the Temporary and Permanent employment sectors, we specialize in automation to streamline payroll administration, minimizing manual effort.

Email: nicola@nxsys.tech

Phone: 03308 285203

Find out more: <https://nxsys.tech/>



Navigator Employment Law Limited

Navigator is a bespoke employment law, HR, data protection and health & safety practice based in the West End of Edinburgh. We provide audit, compliance, advisory, legal and consultancy services to clients across Scotland and the UK.

Email: gareth.mcknight@navigatorlaw.co.uk

Phone: 0333 2400 308

Find out more: <https://www.navigatorlaw.co.uk/>



Newcross Healthcare

Nationwide staffing provider into a wide range of care settings, including care homes, supported living facilities, and specialised units as well as care in the home services.

Email: mhairi.blyth@newcrosshealthcare.com

Phone: 07766 106575

Find out more: <https://www.newcrosshealthcare.com/>



Omnicare Pharmacy

As a proud Care Service Specialist, Omnicare Pharmacy offers a choice of accredited pharmacist led face to face, distance and e-learning medication training. We can help you to achieve regulatory medication standards through our consultancy and audit services.

Email: Kimberley@omnicarepharmacy.co.uk

Phone: 07553377985

Find out more: <http://www.omnicarepharmacy.co.uk/careservices>





Osbourne & Allan

Osborne and Allan offer Permanent Recruitment to the Health and Social Care Sector for Nurses, Senior Carers and Carers. We offer full recruitment services, SMS and COS Support, OSCE and CBT training, audit and compliance services.

Email: emma@osborneallan.co.uk

Phone: 07841 017452 or 01592 859999

Find out more: <https://www.osborneallan.co.uk/>

PainChek

PainChek® is the World's First AI-powered Pain Assessment tool and uses facial recognition and smartphone technology to intelligently automate the pain assessment process at the point of care.

Email: info@painchek.com

Phone: 0333 5773397

Find out more: <http://www.painchek.com/uk/>



PASS

PASS helps care providers be the best they can be, by putting people, not paperwork, at the heart of care.

Easy to use, feature rich and now with 14 /14 DSCR Standards achieved, PASS is the leading care management software solution for compliance.

Email: hello@everylifetechnologies.com

Phone: 03300 940 118

Find out more: <http://www.everylifetechnologies.com/>

QLine IT

We provide IT support to children's homes across England and Scotland, specialising in secure WiFi, safeguarding-compliant systems, and reliable infrastructure. Our services are designed to protect young people, support staff, and ensure regulatory compliance, delivering secure, resilient, and easy-to-manage IT environments.

Phone: 0113 8000192

Find out more: <https://qlineit.com/childrenshomes/>



Spearhead

Spearhead are a trusted supply partner for Care Home Operators, providing care home supplies you can rely on, backed by a strong supply chain, reliable delivery network and dedicated account managers.

Email: sales@spearheadhealthcare.com

Phone: 0345 180 1800

Find out more: <https://www.spearheadhealthcare.com/>

Strategic Thinking

Our all in one compliance system "Evolving Online" allows providers to support and manage their care business. Our system allows for managers to have a complete overview of all aspects on ONE system. We can offer a single system that gives you access to training, care management, rotas, staff alerts, Companion App and more.

Email: info@strategicthinking.online

Phone: 0333 577 3383

Find out more: <http://www.strategicthinking.online/>



Stream

Stream's mission is to improve the financial wellbeing of people in work. Stream is a behavioural change toolkit. Employees can track their shifts and earnings on a daily basis, choose their own pay cycle through flexible pay, save direct from salary with market leading interest rates, access government benefits, and much more, all in one app.

Email: alex.ramamurthy@stream.co

Phone: 07818 858774

Find out more: <http://stream.co/en>



Syncurio

Syncurio gives you the operational clarity to deliver quality care. Manage staffing, finances, compliance and growth from a single, integrated system built for residential care homes. Trusted by growing care homes across the UK. Backed by a team with 30 years' experience in the care sector. Human support that's there when you need it.

Email: info@syncurio.com

Email (Account Contact): Nikki.Taggerty@syncurio.co.uk

Phone: 020 4525 0299

Find out more: <https://syncurio.co.uk/>



The Nursing Partnership

We supply Health and Social Care staffing solution's across Scotland to Private and Public Sector including Nurses, Care Staff and Social Workers. We have been a main supplier for 18 years and have Grade 5 on the Care Inspectorate.

Email: moneill@tsccp.co.uk

Phone: 0141 212 6565

Find out more: <https://www.thaincommercial.com/>

Spark Care

More information to follow.



Thain Commercial LTD

Commercial Laundry and Dishwashing Equipment – Supplying Premium brands – Miele – Electrolux – SMEG – Speedqueen.

Email (Service / Repairs / Contracts): info@thaincommercial.com

Email (Sales / General Laundry Process Advice): scott@thaincommercial.com

Find out more: <https://www.thaincommercial.com/>



VITA – VAT & Indirect Tax Advisors

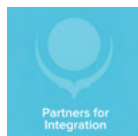
VAT advisors – value add areas include advising on available concessions relating to capital developments, and assisting organisations to consider their structure – particularly where HMRC now consider these to be tax avoidance.

Email: contact@vita-uk.com

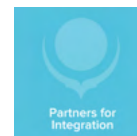
Phone: 0141 437 0000

Find out more: <http://www.vita-uk.com/>





PARTNERS FOR INTEGRATION CONTACT LIST



Name	Designation	Location	Email
Janice Cameron	National Lead	Partners for Integration	janice.cameron@scottishcare.org
James Carle	National Lead	Partners for Integration	james.carle@scottishcare.org
Tracy Doyle	Project Administrator	Partners for Integration	tracy.doyle@scottishcare.org
Jemma Reid	Independent Sector Lead	Angus	jemma.reid@scottishcare.org
Carole Brunton	Independent Sector Lead	Dundee	carole.brunton@scottishcare.org
Rene Rigby	Independent Sector Lead	Edinburgh	rene.rigby@scottishcare.org
Margaret McGowan	Independent Sector Lead	Falkirk	margaret.mcgowan@scottishcare.org
Paul Dundas	Independent Sector Lead	Fife	paul.dundas@scottishcare.org
Gwen Harrison	Independent Sector Lead	Highland (CH)	gwen.harrison@scottishcare.org
Laura Dobinson	Independent Sector Career & Attraction Lead (CH)	Highland (CH)	laura.dobinson@scottishcare.org
Lynda Wright	Independent Sector Lead	North Lanarkshire	lynda.wright@scottishcare.org
Dave Henderson	Independent Sector Lead	Perth & Kinross	dave.henderson@scottishcare.org
Glenda Hanna	Independent Sector Lead	South Ayrshire	glenda.hanna@scottishcare.org
Lynsey Allan	Independent Sector Lead	South Lanarkshire	lynsey.allan@scottishcare.org



Clan Contract Interiors Limited

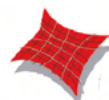
Scottish Care Commercial Partner



Specialists in the Supply and Installation of all Interior Products

Curtains • Flooring • Furniture • Profiling Beds • Linen • Wallcoverings • Lighting • Design Service

Don't Forget Our 10% Discount For Scottish Care Members!



01355 500243

www.clancontractinteriors.co.uk

Clan Contract Interiors Limited, Clan House, No.3 Kirkhill House Office Park,
81 Broom Road East, Newton Mearns, Glasgow, G77 5LL